Code of Conduct Policy

This document forms part of the customer contract you have with CERA Ltd, setting out a Code of Behaviour for all participants using this service. Students undergoing a full induction will have the code of conduct explained to them and on signing the induction form agree to behave in accordance with this policy.

CERA Ltd reserves the rights to take appropriate action against any participant who does not comply with this. Through its Equality and Diversity Policy, CERA Ltd., is committed to combating discrimination. One of the key aims of CERA is to provide a safe, secure and attractive environment for all its staff, customers / service users.

Participants are required:

- To behave at all times in an appropriate manner to other students, staff and visitors.
- To attend all sessions and complete given tasks at the times required.
- To refrain from stealing or deliberately damaging property or other people's personal property.
- To comply with regulations applying to particular areas in the centre.

This list is not exhaustive, but breaches of discipline include:

- Non-attendance and / or consistent lateness
- Unacceptable language (swearing)
- Breach of health & safety regulations
- Harassment of other participants, staff or visitors including sexual or racial harassment or incitement to racial harassment
- Incapacity through drink, drug or solvents and possession and / or misuse of these substances
- Violent, indecent, disorderly, intimidating, threatening or abusive behaviour or language
- Fighting / physical or verbal assault
- Computer misuse including, but not limited to, accessing pornographic websites on the internet
- Breach of CETA Ltd. centre's rules, core values or regulations

If any member of CERA Ltd., including staff is in breach of this code of behaviour, CERA Ltd., will then apply the appropriate disciplinary Procedure.

CERA Ltd
Ground Floor, Swallow mill,
Swallow Street
Stockport, SK1 3HJ
0161 474 0990
Registered in England Number: 8974225

CERA CYCLOAN
CREATE | ENGAGE | REPAIR | ACHIEVE

CODE OF CONDUCT – Participants

By reading and signing this code of conduct you are agreeing to the following…

- I will treat all staff at CERA Ltd with respect at all times
- I will behave appropriately at all times
- I will not physically, verbally or emotionally bully another person
- I will follow all instructions related to health and safety
- I will report any mistreatment equipment
- I will follow all instructions related to emergency procedures
- I will not swear or use foul language
- I will be polite and courteous to anybody I speak to

Our company's promise to you….

- Staff at CERA Ltd will treat you with respect at all times
- We will provide you with drinks whilst in our care
- We will provide you with a safe environment
- We will fully explain emergency procedures to you
- We will fully explain health and safety requirements
- We will encourage to achieve, learn and help plan a productive future
- We will listen if you have concerns
- We will listen if you have useful new ideas

Induction

Once receiving a full induction at Cera Ltd we expect you to have knowledge through the experience of the following induction content…

- Personally introduced to all staff and Volunteers within Cera Ltd.
- Escorted around Cera Ltd workshops and have all workshop safety measures full explained.
- Health, safety and welfare literature will be pointed out to me which is visible in the workshop.
- Tooling usage will also be discussed along with workstation cleanliness expectations and responsibilities.
- All Personal Protective Equipment point out and the importance of using PPE in the correct manner.
- Behaviour expectations to be discussed in line with the Cera Ltd code of conduct to ensure a full understanding.
- Fire exits which are clearly signed will be will be pointed out, building evacuation procedures will be fully explained and a safe assembly point will also be identified. Fire Marshals will also be identified to each individual undergoing a Cera Ltd induction.
- First Aid personnel will be pointed out to each person undergoing an induction as will the first aid box locations.
- All accessibly welfare facilitates will be identified and explained
- It will be explained on how to keep yourself safe i.e. where and who to report any personal concerns.
- You will be asked if you have any questions to ensure we have catered for all eventualities.

CERA Ltd
Ground Floor, Swallow mill,
Swallow Street
Stockport, SK1 3HJ
0161 474 0990
Registered in England Number: 8974225

CERA Ltd
Ground Floor, Swallow mill,
Swallow Street
Stockport, SK1 3HJ
0161 474 0990
Registered in England Number: 8974225